

June 2006 Moments of Excellence

These are moments of excellence for the City's work force in the last month. A moment of excellence is any moment or interaction with customer that finds excellence about the organization.

- Email to Glenn Brown, City Manager: "Please extend my thanks to the guys on the utility crew who helped restore electric power to A&M Consolidated High School this morning. They worked non-stop until they identified the problem and had it corrected. These guys are real professionals. Thanks for the great job they did." -- Mike Ball, Deputy Superintendent for Business and Operations, College Station ISD
- Email to Mark Smith, Acting Asst. City Manager: "I was just told that we successfully lowered Mrs. Davidson's gas service line crossing the creek behind her house on Lancelot today. I understand that the City of College Station's crews assisted with digging the trench for us and that Marshall was a big help. We wanted to pass on our thank you to the city and the city employees that worked so well with us to help Mrs. Davidson out."-- David Park, ATMOS Energy, Manager of Public Affairs
- Email to Michael Clancey, Chief of Police: "...Just wanted you to know Officer Seaton and Lt. Langwell are doing a great job. Yesterday Lt. Langwell gave me some information I needed early in the day and mentioned he'd be gone in the afternoon. So I called Officer Seaton later with followup questions. I know she must have been quite busy with other things, but she graciously made some calls and found out the information I needed. The great thing is, no matter how late in the day it is -- both always make an effort to accommodate our needs. That means a lot to us here at ABC 40, and I wanted to make sure their boss knows they're doing a fabulous job. And of course, everyone at CSPD is great! Thank you for all you do." -- Karla Castillo, Reporter, ABC 40
- Email to Gary Marske and his staff at Parks and Recreation: ".. I wanted to let you know how appreciative we were regarding the field status on April 29. Your guys did a tremendous job and it didn't go unnoticed. I saw the fields early that morning and was absolutely amazed at 12:30 when we returned to play our game. Some of the tournament officials told me they were trying to find fields that morning and I told them that if Southwood wasn't playable, nothing would be

remotely close based on watching your guys work their magic. Thank your crews for all of us who were able to play on Saturday.” Jim Ashton

- Email to Mark Smith, Interim Asst. City Manager: “Last week College Station Police hosted an executive development seminar for law enforcement professionals from all over the United States. When we have that many individuals here, someone often has car problems. Asst. Chief Don Melton from Webb City, Missouri was the unlucky candidate this time. I contacted Lt. Simpson to see if we could get someone to check out his vehicle. Lt. Simpson talked to Bill Johnson in Fleet Services, who graciously agreed to have us bring down the car and they would check it out. Troy Pemberton and Tommy Galvan were very helpful and thoroughly examined the car. Chief Melton was able to get home without having his car fall apart and was thankful for our help. I was very proud that the City has such helpful and professional personnel. They could have easily said ‘take it to the dealer,’ but they took the initiative to help out and it was greatly appreciated.” -- Zeta Fail, Communications Manager, CSPD